Volume

1

Alpha Voice
Telecommunications

NEC DT ERM SERIES E

PHONE MANUAL

NEC Dterm Series E

Table of Contents

Overview

This instructional manual is divided into sections on how to use the Alpha Voice Telephone system. Each section is related to a specific topic such as "Answering a Call", "Placing a Call", "Accessing Your Voice Mailbox", etc. This instructional manual is divided into sections and will enable users to find the information they're looking for easily and quickly. The sections are brief and straightforward.

The explanation of how to complete each phone task is concise so as not to lose the users' interest, but descriptive enough to allow easy completion of the task.

The order of the topics in this manual are listed from simplest phone task to most complex phone task.

Purpose

The purpose of the new technical manual for Alpha Voice telephone and voicemail system is to help new employees be more productive and efficient on the job. The current technical manual for Alpha Voice is hard for new employees to comprehend because it uses language not commonly known by novice users. This has caused problems in the past with trying to teach new employees how to use our phone system efficiently. The benefits of our new technical manual are easy-to-understand language and brief but thorough explanations that any novice user can understand in a short time period.

Section

1

Basic Call Functions

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- Placing An External Call

- Redialing A Number

- Using The Hold Button

  - o Placing A Call On Hold

  - o Retrieving A Call From Hold

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Basic Call Functions

Answering a Call
Description:
This process will allow you to receive calls that come to your extension or at other phone locations. Not only are you able to pick up the phone at your desk, but you also can pick up your extension from other phones and locations.

To answer a call:
2. Lift the handset or press the **speaker** button.
    *   If you choose the speaker phone feature, the **MIC** indicator will be lit.

Placing a Call

Placing Internal Calls

To place an internal call, perform the following:

1. Lift the handset or press the **speaker phone** button (make sure the speaker phone light is lit).
2. Dial the **four-digit** internal extension number (this feature does not work for out-of-state offices).

Lift the handset or press speaker	MIC will light	Dial the 4 digit extension

Placing External Calls

To Place an external call, perform the following:

1. Lift the handset or press the **speaker phone** button (make sure the speaker phone light is lit).
   a. For local calls that are within your area code:
      ▪ Dial 9, 1, and then the 7 digit telephone number.
   b. For long distance calls that are outside your area code:
      ▪ Dial 9, 1, and then the area code and the seven digit telephone number.
   c. International (Outside the United States):
      ▪ Dial 9, 1, 011 and the contact's telephone number (it is generally 10-15 digits).

Lift the handset or press speaker	MIC will light	Dial the phone number

Placing Emergency Calls

1. Lift the handset or press the **speaker** button.
   - By pressing the speaker button the **MIC** indicator will be lit.
1. Dial 9-911 for life threatening emergencies.
2. Dial 9-311 for non-life threatening emergencies.

Lift the handset or press speaker   MIC will light   Dial 9-911/311

Redialing a Phone Number

1. Press the **redial** button, the last number that was called will appear on the screen.
2. Press the **redial** button to scroll through the last five numbers dialed.
3. Press the **star** button (*****) when the number found is on the display. This will dial the phone number for you.
4. Lift the handset or continue using the **speaker** phone. The **MIC** light will be lit.

Press redial   The last number will display

Press until you find   Press star to   Press speaker to dial   MIC will light
the correct number   select the number

Using The Hold Button

Placing a Call On Hold – with call in progress

1. Press the **hold** button.
2. The held line will flash green.

   Note: The appearance of the held line on other phones will flash red and can be picked up from other phones.

Press hold

Retrieving A Call From Hold

1. Lift the handset or press the **speaker** button.
2. Press the flashing line that the call is on hold.

Press speaker   Press the flashing line on hold

Using Call Pickup

Description: Many workgroups are set as 'call pickup' groups, allowing co-workers to 'pickup' a call ringing for other extensions.

Using Call Pickup - Within a Group
1. Lift the handset.
2. Press the **pickup** button or dial **pound** (**#**), 74.
3. The call will be connected to your extension.

Lift the headset   Press pickup   Dial * 73

Using Call Pickup – Outside of a Group
1. Lift the handset.
2. Dial **star** (*****), 73 and then the ringing phone's extension.

Lift the headset   Dial * 73

Voicemail Functions

- Setting up a Voice Mailbox

- Accessing a Voice Mailbox - Internally

- Accessing a Voice Mailbox - Externally

- Zeroing Out an Extension

- Bypassing a Voicemail Greeting

- Retrieving a Caller From a Voice Mailbox

- Changing Personal Greeting

- Personal Distribution Lists

- Voicemail Navigation Tips

  o Listening to Voicemail

  o While Recording or Sending Messages

  o Accessing Phone Manager

VOICEMAIL FUNCTIONS

SETTING UP YOUR VOICE MAILBOX

Description: A tutorial is provided, which will step you through the entire process of setting up your mailbox, once you have accessed the voicemail system (see below). The first time you log into your voice mailbox you must do the following:

1. Change your security code is defaulted to security code '0000'. You ***must*** change this.
   a. Security code change (Initial Setup, ***only***)
      1. Enter a new four to 15 digit security code, followed by the pound (#) sign.
      2. Re-enter the new security code again, followed by the **pound** (**#**) sign.
      3. Record your first and last name, please.
         Note: Your department and title are optional.
2. Record your personal greeting.
   a. Personal greeting setup:
      1. Press **two** to start recording.
      2. Record your greeting after the tone.

Example:
- If you are unavailable to take call, but in the office:
   "Hello, this is (*state full name*), I'm sorry but I'm unavailable to take your call at this time. If your call requires immediate assistance and you are calling during business hours, please press zero now or please leave a message after the tone."

- If you will be on extended absence:
   "Hello this is (*state full name*); I'm out of the office until Thursday the 28th. If you need immediate assistance, please contact John Doe at ext. 5555 or leave a message and I will return your call when I return to the office."

   > **Note:** When you change your standard greeting to an 'extended absence' greeting, the system does not prompt you to create a new standard greeting on your return. You may wish to send yourself a 'reminder' message, before you leave, to make that change on your return to the office.

3. Press **two** to stop recording.

4. Choose *one* of the following for editing:
       6 - To review
       4 - To discard
       5 - To save

Change your initial security code

ACCESSING VOICEMAIL - Internal

Description: The voice mailbox feature allows inside and outside callers to leave a brief voice message. Anyone can access their voice mailbox messages from their company or from an external phone. Below are instructions to use the Voice Mailbox System.

1. To access your voice mailbox internally:
    a. To access your voice mailbox (Internally):
        1. Lift the handset
        2. Dial **4006** and wait for an answer
        3. Enter your personal security code
        4. You now have access to the main menu of the voicemail system

Lift the headset   Dial the phone manager and press #
                        and enter the mailbox number & security code

    b. To Access Your Voice Mailbox (Internally), but from another phone.
        1. Lift the handset
        2. Dial **4006** and wait for an answer
        3. When you hear the prompt, "Please enter your personal security code", press the **pound** (**#**) button
        4. Enter your mailbox number after the prompt
        5. Enter your security code after the prompt

Lift the headset   Dial the phone manager and press #
                        and enter the mailbox number & security code

Accessing Voicemail - External

1. To access your voice mailbox from outside the office:
   a. Lift the handset.
   b. Dial 312–555-4006 *or* 800-555-4006 and wait for an answer.
   c. Press the **pound** (**#**) button.
   d. Enter your personal mailbox number.
   e. Enter your personal security code.
   f. You now have access to the main menu of the voicemail system

Lift the headset

Dial the phone manager and press #
and enter the mailbox number & security code

"ZERO OUT" AN EXTENSION

If a caller reaches your voice mailbox and chooses to not leave a message in an attempt to reach a "live" person, they may press zero on their telephone and "zero out" of the voice mail system and routed to a pre-designated extension. Generally, the caller is then forwarded to the administrative staff that supports your department. You may wish to reference that process and person in your voice mail message.

To verify your extension's "zero out target", contact the Telephone Administrator on x6463.

"BYPASS" THE VOICE MAIL GREETING

1. To skip the introductory voice mail greeting and to leave a message, perform the following:
   a. Press the **pound** (**#**) button.
   b. When you hear the beep/tone, record your message.

Dial # then record a message

RETRIEVING A CALL FROM A VOICE MAILBOX

1. To retrieve a call from a voice mailbox *during* a transfer, do the following:
    a. If the voice mailbox picks up after transferring a call, perform the following:
        1. Press the **star** (*) button to disconnect the voice mail.
        2. Press the **transfer** button from Multi-Line phone.

Dial * and then transfer

CHANGING YOUR PERSONAL GREETING

1. Access the Phone Manager and perform the following:
2. After entering your security code, select option 3.
   a. Press one – Personal Options
   b. Press three – Personal Greetings
   c. Press either:
      - 1 – Your busy greeting
      - 2 – All other greetings
   d. Press two to start recording
   e. Record your greeting after the tone

Access phone manager and enter the
options as desired

Examples:
- If you will be unavailable to take calls, but if you will be in the office:
  "Hello, this is (*state full name*), I'm sorry but I'm unavailable to take your call at this time. If your call requires immediate assistance and you are calling during business hours, please press zero now or please leave a message after the tone."

- If you are busy and not able to take call because you are on another call:
  "Hello, this is (*state your full name*), I am currently on the phone, please leave a detailed message including your name and telephone number and I will get back to you as soon as possible."

- If you will be taking an extended absence:
  "Hello, this is (*state your full name*), I'm out of the office until (*Specify day and date, example Monday, June 4th*). If you need immediate assistance, please contact (*Specify Name and Phone Number*) or leave a message and I will return your call when I return to the office."

   f. Press two to stop recording.
   g. Use the following for editing:
      1. Press six to review
      2. Press four to discard
      3. Press five to save

PERSONAL DISTRIBUTION LISTS

- You can send voice mail messages to a distribution list (multiple mailboxes).
    1. The system administrator must handle the initial setup of that list.
        Note: This distribution list may be used by anyone provided with the 'list number'.

    2. You will be able to manage that list (add/delete names), once it is established.
- To set up a distribution list, do the following:
    1. Send an e-Mail request to the system administrator (Anna Mikan/Information Services) with the following information:
        - The number of distribution mailboxes needed.
        - The names and extensions to be included within each mailbox.
- Once the list number is created for and given to you by the system administrator, you can make changes to the list by doing the following:
    1. Log into your mailbox
    2. Press three – PhoneManager
    3. Press two - messaging options
    4. Press three – to change the personal distribution list
    5. **Note:** Follow the instructions for managing your personal distribution list.

Log into phone manager and enter the options as desired

VOICEMAIL NAVIGATION QUICK TIPS

While Listening To Voicemail

After entering your security code, choose option 1.

Choose from one of the following options while listening to your messages:

- (1) Pause, and then chooses include (1) Resume, (4) Increase Speed, (5) Set Bookmark, (7) Reduce Speed.
- (2) Forward to another Mailbox
- (3) Backup five seconds
- (4) Delete the Message
- (5) Save the Message.
- (6) Review/Repeat the Message.
- (7) Skip to the Next Message.
- (8) Reply, and then chooses include (2) Reply to Caller's Mailbox, (9) Transfer directly to the caller's phone.
- (9) Advance five seconds.
- (00) Message sender's information (i.e., date and time of call).

Enter your security code and the 1 and
enter the options as desired

While Recording and Sending Messages

After entering your security code, choose option 2.

Choose from one of the following options while listening to your messages:

- (2) Pause/Resume recording.
- (4) Discard message.
- (5) Send the message.
- (6) Review the message.
- (0) Message routing options (1) Future delivery, (2) Urgent, (3) Restrict forwarding, (5) Receipt notice.

Enter your security code and the 2 and
enter the options as desired

Accessing Phone Manager

1. After entering your security code, choose option 3.
2. Choose from one of the following options while listening to your messages:
    (1)   Personal options include (3) Record personal greeting, (4) Change security code, (5) Record your name.
    (2)   Messaging options include (3) Change a personal distribution list (which is included in this menu).

Note: For additional assistance, please refer to your Call Express User Manual, particularly the Quick Reference foldout card at the rear. Wallet-sized reference cards are also available from Building Services.

Enter your security code and then 3

Enter the options as desired

Transferring Calls

Transferring a Call – In progress

- Transferring a Call – Boss/Secretary

- Transferring External Calls To Voicemail

- Transferring External Callers To Voicemail

- Transferring Internal Callers To Voicemail

- Transferring Internal Calls To Voicemail

- Transferring Calls To an ACD Group

TRANSFERRING A CALL

Description: The **Transferring a Call** feature on the Alpha Voice telephone system allows you to transfer an outside caller to a person in the company. You can also transfer any external or internal caller to the voicemail system so the caller can leave someone a voicemail message.

TO TRANSFER A CALL – With a Call in Progress

1. Press the **Transfer** button and you will receive interrupted dial tone.
2. Dial the four-digit internal extension.
3. Let the person know who is calling.
4. Hang up to complete the transfer.

Note: To retrieve caller *before* you hang up, *press* the **transfer** button again.

Press transfer

Dial the 4006, wait for tone, press 7 & the mailbox number

TRANSFERRING TO A VOICE MAILBOX

1. To transfer an external caller (while in progress) into a voice mailbox, do the following:
   a. Press the **Transfer** button.
   b. Dial **4006** and wait for the prompt ("Please press 7 and the 4 digit mailbox number").
   c. Press 7 and the four-digit mailbox number.
   d. Hang up the handset to complete the transfer.
2. To transfer an internal caller (while in progress) into a voice mailbox, do the following:
   a. Press the **Transfer** button.
   b. Dial **4006** and wait for the prompt ("Please press 7 and the 4 digit mailbox number").
   c. Press 7 and the four-digit mailbox number.
   d. Hang up the handset to complete the transfer.

Press transfer   Dial the 4006, wait for tone, press 7 & the mailbox number

TRANSFERRING EXTERNAL CALLERS INTO VOICE MAIL

1. Press the **Transfer** button.
2. Dial **4006** and wait for an the prompt ("Please press 7 and the 4 digit mailbox number").
3. Press 7 and the four-digit mailbox number.
4. Hang up the handset when the transfer is complete.

Press transfer   Dial the 4006, wait for tone, press 7 & the mailbox number

TRANSFERRING INTERNAL CALLERS INTO VOICE MAIL

1. Press the **Transfer** button.
2. Dial **4006** and wait for the prompt ("Please press 7 and the 4 digit mailbox number").
3. Press 7 and then the four-digit mailbox number.
4. Hang up the handset when the transfer is complete.

Press transfer   Dial the 4006, wait for tone, press 7 & the mailbox number

Transferring into an ACD PILOT GROUP

Description: Within several departments, there are ACD "Pilot Groups" allowing a group of people to answer one extension, generally a customer support service or a customer inquiry number. The pilot numbers for those groups are listed as Group Intranet-Voicemail System (GIVS) in the *"Customer Service Contacts"* folder.

1. Press the **Transfer** button.
2. Dial the four-digit pilot group number (listed in "GIVS").
3. Hang up the handset when the transfer is complete.

Press transfer   Dial the 4 digit pilot group number

Call Forwarding

External Calls

Call Forwarding

Cancel Call Forwarding

- Internal Calls

  o Call Forwarding

  o Cancel Call Forwarding

- All Calls

  o Call Forwarding

  o Cancel Call Forwarding

Call Forwarding

Description: This process will allow you to have calls that would normally be routed to *your* phone which can be routed to another phone. Additionally, you will be able to forward external, internal, or both type of calls to another extension.

Call Forwarding – External Calls

To **Call Forward** external calls *only*:
1. Lift the handset or press the **speaker** button.
2. Dial **star** (*****), 11 and listen for beeping tone.
3. Dial the four-digit extension to which you want the calls to be forwarded to.
      Note: If you want calls to be forwarded to your voicemail, dial 4006.
4. Listen for the long tone.
5. Place the handset back into the cradle or repress the **speaker** button.

Lift the handset or use speaker

Dial   #   11

Cancel Call Forwarding – External Calls

To **Cancel Call Forward** external calls *only*:

1. Lift the handset or press the **speaker** button.
2. Dial **pound** (**#**), 11 and listen for the long cancel tone.
3. Replace the handset back into the cradle or repress the **speaker** button.

Lift the handset or use speaker

Dial # 11

Call Forwarding – Internal Calls

To **Call Forward** internal calls *only*:
1. Lift the handset or press the **speaker** button.
2. Dial **star** (*****), 18 and listen for the beeping tone.
3. Dial the four-digit extension to where you want the calls to be forwarded
    Note: If you want to forward to your voicemail, dial 4006.
4. Listen for the long tone.
5. Replace the handset back into the cradle *or* repress the **speaker** button.

Lift the handset or use speaker   Dial*18

Cancel Call Forwarding – Internal Calls

To **Cancel Call Forward** inside calls *only*:
1. Lift the handset or press the **speaker** button.
2. Dial **pound** (**#**), 18 and listen for the long cancel tone.
3. Replace the handset back into the cradle or repress the **speaker** button.

Lift the handset or use speaker   Dial#18

Call Forwarding - ALL Calls

To **Call Forward ALL** calls:

1. Perform the steps in section "**External Call Forward – **To **Call Forward** external calls *only*".
2. Perform the steps to "**Internal Call Forward – **To **Call Forward** internal calls *only*".
3. Observe the **Call Forward ALL** button as being lit.

Cancel Call Forwarding – ALL Calls

To **Cancel Call Forward ALL** calls:

1. Perform the steps in section "**External Call Forward – **To **Cancel Call Forward** external calls *only*".
2. Perform the steps in section "**External Call Forward – **To **Cancel Call Forward** internal calls *only*".

Speed Dial Functions

- Speed Dial – Company Wide

- Speed Dial – To Program One Touch

Speed Dial – One Touch

Speed Dial Functions

SPEED DIAL – COMPANY WIDE

Description: The system speed dialing provides a faster and easier way of dialing commonly used company's numbers.

Using System Speed Dial
1. Lift handset or press the **speaker** button, ensure that the **MIC** is lit,
2. Press the system speed dial button on your phone above the numeric keypad.
3. Dial the three-digit system speed code.
    a. Speed dial codes are found in Outlook, under:
        1. The specific location.
        2. The person's 'Properties' window.
        3. The XYZ contacts, within 'Personal Folders'.
4. Calling is automatic placed.

Lift the handset or use speaker   MIC will light   Dial the 3 digit speed code

Speed Dial – To Program One Touch

1. Leave the handset in the cradle.
2. Press the **feature** button.
3. Press the speed dial button that you wish to program.
   Note: Any unassigned button on the phone base may be programmed.
4. For internal calls:
   a. Dial the four-digit extension.
5. For external local calls:
   a. Dial 9 and then the seven-digit phone number.
6. For external long distance calls:
   a. Dial 9 and 1, and then the ten-digit phone number
7. Press the feature button again.

Leave handset on cradle   Press feature   Select the speed dial   Dial the number for speed dial

Speed Dial - One Touch

1. Press the speed dial that you wish to call.
2. Lift the handset or continue to use the speaker.
   Note: The **MIC** light will be lit.

Press speed dial you want   Lift the headset or press the speaker button   MIC will light

Conference Calls

- Conference Calls – Three People

- Conference Calls – For 4 To 8 People

- Video Conferencing

CONFERENCE CALLS

Description: The conference call feature allows multiple parties to participate in a telephone meeting simultaneously. This feature should eliminate the need of making numerous phone calls when discussing the same topic and while each participant that is involved is in different locations.

Conference Calls – Three People
Using the conference call feature for three people while the first call in progress.

1. Press the **transfer** button on your phone and listen for an interrupted dial tone.
2. Then dial the second participant's phone number and announce to the person that there is a conference call.
3. Finally, press the **conference** button and all participants will be involved in the conference call.

Transfer caller to 8800 or 6800 and dial the next participant   Conference yourself in

Conference Calls – For 4 To 8 People

Using the conference call feature from four to eight participants.

1. Make your first call to the first participant.
   a. Transfer the first participant to one of the conference extensions: Extension: 8800 or 6800.
   b. Press your switch hook or **recall** button for a second or two.
2. Make your second call to the next participant and repeat steps **1a** and **1b** until each of the participants that are involved in the conference call are transferred to the same extension.
3. At this point, when the sponsor is ready to join the conference call, they should pick up their receiver and dial extension 8900 or extension 8907.
4. To add another participant to the conference call after initial setup has been made, transfer the new participant to extension 8800. At this point, they will be forwarded into conference call.
5. In order to lock out other participants from entering the conference call, press 0

Note: To use the conference call feature for more than eight participants, please refer to the **Cable and Wireless Conference Call Instruction** posted on the onramp.

Dial the participants

Transfer to extension 8800 or 6800

Press recall / press the hook

To join conference call – press 8900/7

To add another participant – press 8800

To block other participants – press 0

VIDEO CONFERENCING

Description: Video conferencing allows multiple participants to take part in a conference call meeting by way of video and speaker phone equipment. Video conferencing is the next best thing to meeting people face to face. This feature can help eliminate the added expense of traveling between businesses and offices, and the need for numerous phone calls when participants are great distances from each other. It also adds a personal touch by allowing each participant to see the other, with the convenience of time effectiveness, and it also lowers cost for the company.

To reserve video conferencing equipment:
To reserve the video conferencing equipment for a scheduled meeting through Outlook with the other participants or you may choose the Main Street Conference Room for you venue.

To reserve the Executive Board Room for your venue, please contact the Executive Administrator at extension 6249.

Using the video conferencing equipment

1. Located on the back of the camera is a button to switch the machine to '**ON**'.
   Notes:
   - If the machine is not already powered on, the system will go through a series of self diagnostics for approximately three minutes.
     1. If the machine is in the '**ON**' position, but the screen is blank, press the oval button on the top of the camera and to the right of the lens. This will wake the system up.
2. Press the green (Call Hang–up) button located on the top of the remote.
3. Dial the number 1-949-250-6023 (Thomas Brother), or the designated number of the company being called. You *do not have to dial* '9' for an outside line.
4. To place a call, perform one of the following:
     1. Press **Enter**, which is the red button with a white dot located in the middle of the arrow buttons, to place the call

OR

     2. By moving the red '**arrow** button' to the address book located in the lower left hand corner of the screen and press **Enter**. Choose one of the preset destinations and press the **Enter** button. The number will immediately dial.
5. Press the green **Call hang-up** button to disconnect.
6. To power the system off, perform one of the following:
     1. Press the button on the back of the camera to the **OFF** position.

OR

     2. Leave the machine in the **ON** position and it will go into the sleep mode.

The company's video conferencing telephone numbers are:
Main Street Conference Room   847-339-5566
Executive Board Room   847-546-2222

If you have any questions please call Nicola at extension 6463.

Other Functions

- Recall

- Changing Ringing Tone

- Display Indicators

Other Functions

Recall

1. Press the recall button.
   Note: This will disconnect the call that you were on and give you a internal dial tone.

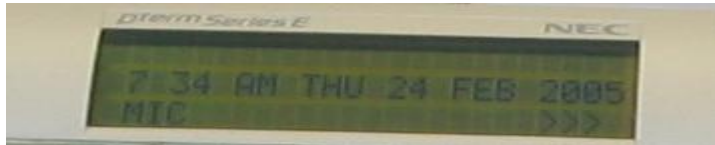Press recall to disconnect and to receive a dial tone

Changing The Ringer Tone

1. Press the **feature** button and then three.
2. The display will show the ringer tone.
3. Press the **feature** button and three until you find the proper ringer tone.
   Note: There are only four ringer tones available. The last selected ringer tone will be the one that will be used.

Press feature   Ringer volume will appear on the display

Press feature   Press 3 until the right sound is heard

Changing The Sound Level
- While the phone is ringing or on a call:
  - o Press on the up or down arrow in the lower right section of the phone.

Display Indicators
The Phone Display
- When the phone is not in use:
  - o The current time, day and date will show on the display.
- When the handset is not in the cradle:
  - o The primary phone extension for the phone will display.
- When making a call:
  - o The number or extension will be displayed.
- When the call is connected:
  - o A digital timer will appear to keep track of the duration of the call.
- When receiving internal calls:
  - o The extension and the name that is calling you will appear on the screen.
- When receiving external calls:
  - o The area code and phone number will appear on the display.
- When you have a voicemail:
  - o A "VMM" (Voicemail Message) will appear in the display and the red light will turn on in the upper right hand corner of the phone.
    Note: After the voicemail has been heard, the red light will disappear.

Phone Unit

- Phone Unit Identification

Phone Unit

Item #	Item	Item #	Item
1	Handset	7	Break Button
2	Display	8	Tally Button
3	Speed Dial Buttons	9	Conference Button
4	Numeric Buttons	10	Logon Button
5	Hold Button	11	Toggle Button
6	Transfer Button	12	Mic/Speaker-Phone Indicator